

BY ORDER OF THE COMMANDER



SHEPPARD AFB SUPPLEMENT 1
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Supply

CHIEF OF SUPPLY
ORGANIZATION AND RESPONSIBILITIES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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AFMAN 23-110, Volume II, Part Two, Chapter 2, 1 January 2001, is supplemented as follows: This supplement applies to organizations supported by SAFB Base Supply. It does not apply to tenants or any geographically separated unit. Maintain and dispose of records created as a result of processes prescribed in this publication in accordance with AFMAN 37-139, ***Records Disposition Schedule*** (will become AFMAN 33-322, Volume 4).

2.24. The Customer Service and Training Element is realigned under the Customer Support Flight to provide a more centralized customer-oriented program.

2.24.2.6. Sheppard AFB (SAFB) Form 190, **Customer Assistance Inquiry**, will be used to record customer complaints and problems.

★2.24.2.10.3. The Customer Service Element performs an analysis of customer complaints or problems semiannually. The Customer Support Flight Manager will review the analysis to determine if any training is required to eliminate any problems/complaints.

2.43.1. The duties and responsibilities of the Analysis Element have been distributed between different elements/flights that perform those duties.

2.47.4. The Procedures Element is responsible for monitoring and performing analysis on incoming RODs.

2.47.5. The quarterly M16 Analysis will not be performed. The Transportation Action Required (TAR) monitor will review the M16 report for abnormal trends.

★**2.47.6.** Customer Service Element is responsible for analysis of all customer complaints and problems.

2.47.8.4. The Inventory Element is responsible for monthly and semiannual analysis of inventory adjustments.

★**2.60.9.** Exhibits will be held in the main warehouse (Bldg 2113) pending disposition instructions from Deficiency Report Manager.

★**2.60.10. (Added)(SAFB).** The Storage and Issue Element is responsible for the supervision of the Aircraft and Propulsion FAST warehouses.

2.69.3.4. The Awaiting Parts (AWP) Monitor, assigned to the Operations Support Element, is responsible for the initiation of follow-ups on AWP requisitions.

2.79.10.1. (Added)(SAFB). Manage and operate the Hazardous Material Pharmacy in coordination with the Base Hazardous Material Management Program Team (HMMPT) to control and track all hazardous materials as identified to be managed through the AF-EMIS system.

2.83. The Stock Control Element is responsible for all bench stock administrative actions.

2.92. (Added)(SAFB). Forms Prescribed. SAFB Form 190, **Customer Assistance Inquiry.**

JOE F. HARRISON, Colonel, USAF
Vice Commander